STATE OF IOWA IT INVESTMENT REQUEST: #15
APPROVAL TO INITIATE COVER PAGE

Clear2there Conferencing and Bridging system

Iowa Workforce Development

Appeals Division

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APPROVAL TO INITIATE (PROJECTS)
Submit completed form to ITrequests@iowa.gov

1. **Project Name:** *Provide a brief title for this project.*

   Clear2there Conferencing and Bridging system

2. **Problem Statement:** *What is the need? What is the purpose of this project? Describe the business need.*

Appeal Law Judges (ALJ) are required to record all hearings, phone and in-person. This is currently accomplished through an antiquated ICN system for hearings done via phone and with a recording device for hearings done in-person. This is a very manual process to set up the phone calls, to record the calls, and to properly store the recorded hearings. The complexity of the system lends itself to mistakes and/or poor recordings which result in the case being appealed and overturned.

3. **Project Impact:** *What is the impact if this project/purchase is not approved? Loss of funding? Risk to the public or other risks identified? Are there any funding/legislative deadlines that impact this request? Are there organizational/staffing changes impacting the request?*

 Continuing with the old system requires using clerical staff for the manual intervention, continued Appeals being overturned for mistakes in the recording, no opportunity to interface with Division of Inspections and Appeals (DIA), and continued frustration of the public.

   IF YOUR PROJECT IS FOR HARDWARE OR SOFTWARE PURCHASES AND IS NOT RELATED TO AN APPLICATION OR APPLICATION DEVELOPMENT SKIP TO SECTION 1A

4. **Project Description:** *What are the project goals? Goals are high level and provide a context for the project. More detailed information about the project is described in the success criteria.*
   - Reduce amount of clerical work needed schedule hearings.
   - Reduce amount of time ALJs spend manually setting up calls.
   - Insure all hearings are captured in entirety, stored securely, and easily transmitted to DIA.

5. **Alignment with agency or Governor's strategic plan:** *Describe the specific agency or Governor strategic plan items that this problem's resolution will help address. https://governor.iowa.gov/*
   - Reduce public frustration with problems from old system for hearings related to Unemployment Insurance Benefits.
   - Reduce cost of manual processes by automating them.

6. **Potential Solutions:** *Agencies are not expected to have a solution in mind but it is important to know if there are any identified solutions. Are you aware of any potential solutions? If so, describe. Are you aware of any off-the-shelf software solutions or another system in use at another Iowa department or in another State?*

Use automated system already proven by other states.

7. **Benefits Summary:** *What are your success criteria? Describe specific benefits and how these will be measured and reported. Who are the customers of this project and how do they benefit? Project benefits are outcomes. What does success look like?*
   - Reduce amount of clerical work needed schedule hearings.

- Reduce amount of time ALJs spend manually setting up calls so they can spend more time in the actual hearings resulting in more hearings per ALJ.
- Insure all hearings are captured in entirety, stored securely, and easily transmitted to DIA.
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8. **Project Technology (Optional Response)**: *What technologies will be used in the project? Describe any departmental application or technology standards or expectations. Since the purpose of the project request is to identify projects at a very early stage technologies may not be known at this time.*

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9. **Estimated total Project Costs (Optional Response):** *Provide a high level estimate or range. Project costs include hard dollar expenses for hardware, software and services AND soft expenses of internal staff time*.

If costs unknown, indicate here __Hosted service – Estimate between $110,000 and $125,000 per year.

Project cost (if known): $ __1 week of internal programming for interface.

10. **Funding Source**: *List all sources, if known (i.e. Iowa Access, Pool, Federal Grant, Unknown, etc.). How will the investment be sustained?*

UI General Funds

11. **State Security Standards:** *How does this project/investment align with the State's enterprise security policies and standards? Are there specific security challenges to address?*

Adheres to all State Security Policies.

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement   Yes _X_ No ___

Alternatives suggested by the State CIO

   (see comments below)   Yes ___ No _X_

Additional comments from the State CIO:

   IPSC recommends approving subject to a security review. Through research other agencies are interested in this service including ICRC, PERB, DIA and ICSAC.

   TEC recommends approval, CIO subsequently approved.

DAS Director's action:

Authorize this IT procurement   Yes _X_ No ___

DAS Director's signature and date:

The above IT procurement concept approved by Director Carroll on __9/20/13__

Comments: **None.**